

Any electromechanical device requires occasional troubleshooting. However, most problems that arise can usually be solved with a bit of thought and common sense. Many of these problems occur because the batteries are not fully charged or because the batteries are worn down and can no longer hold a charge. Below are a series of basic troubleshooting instructions for the Q6 Edge power chair equipped with Q-Logic, NE+, or NE electronics. This information is to be used as a supplement to the troubleshooting instructions provided in the owner's manual. If you have any questions about this information, contact your authorized Pride Provider.

**What if the systems on my Q6 Edge seem to be “dead” (no joystick illumination or display when the on/off key is pressed)?**

- Make sure the batteries are installed and wired properly.
- Make sure the connections on the battery terminals are tight and secure.
- Make sure the battery quick-disconnect harness connections are fully joined.
- Make sure the main circuit breaker has not tripped—push in the main circuit breaker reset button.
- Make sure the joystick is completely connected to the power module.

**Why does my Q6 Edge travel less distance than it used to on a full charge?**

- **Determine if the batteries have ever been replaced.** Batteries over a year old might be worn down and less effective.
- **Determine how frequently you charge the batteries in comparison to how often you use the power chair.** If you use your power chair on a daily basis, you should charge the batteries overnight for 8-14 hours.
- **Determine when the batteries were last charged.** Even if the power chair has not been in use, the batteries should be charged at least once a week for 12-14 hours.
- **Determine how long you let the batteries charge.** It takes 8-14 hours to fully charge a depleted set of batteries; continual undercharging reduces the overall life of the batteries.
- **Determine if a wall switch controls the electrical outlet used for battery charging.** If so, the batteries will not fully charge if the wall switch is turned off inadvertently.
- **Is an extension cord being used to connect the battery charger to the electrical outlet?** Pride prohibits the use of an extension cord when charging the batteries. The charger should be plugged directly into a properly wired standard electrical outlet as the length and condition of an extension cord could have an adverse affect on the battery charger.
- **Determine how far you let the battery condition meter LEDs go down before charging the batteries.** If you continually allow the battery condition meter LEDs to fall too low, the overall life of the batteries will be reduced. Never completely deplete the batteries! This can considerably decrease their life span.
- **Clean the batteries.** Ensure the batteries, terminals, and harnesses are clean and dry. The presence of dirt or water may decrease operating efficiency.
- **Determine if the connections on the battery terminals are tight and secure.** A loose connection at the battery terminals can cause a loss of voltage in the system.
- **Determine if the connections on the circuit breaker are tight and secure.** A loose connection at the circuit breaker can prevent the Q6 Edge from operating.
- **Determine if the motor brushes are properly installed and not overly worn.** Missing or worn motor brushes can cause an increased use of voltage while driving.

**What if my Q6 Edge is operating slower than it has in the past?**

- **Determine the speed at which the chair is set.** Check the speed/profile settings.
- **Determine when the batteries were last charged.** When the batteries are low, they supply less power to the motors; this causes the motors and the wheels to spin at a slower rate.
- **Determine the temperature of the power chair at the time the problem occurred. What kind of terrain was the end user driving over? If used outside, how long has it been outside?** The Q6 Edge electrical system will protect itself from overheating when its internal temperature gets too high by reducing the amount of power that goes to the motors. When this happens, the Q6 Edge will gradually slow down to a stop if the internal temperature is too high. Allow the Q6 Edge to cool down and it will resume normal speeds. Try to maintain an even speed and avoid stop-and-go driving, also limit baggage weight to essential items.

**What if my Q6 Edge begins pulling to one side?**

- **Determine if the joystick is being deflected straight.** Even a small amount of deflection right or left will cause the chair to veer over a long distance.
- **Determine if the Q6 Edge has pneumatic tires. If so, are both tires inflated to the proper pressure?** Maintain but do not exceed the psi/bar/kPa air pressure rating indicated on each tire if equipped with pneumatic tires. If one tire is inflated more than the other, the power chair will pull to the side that is underinflated.

*NOTE: If the tires on your power chair list the psi rating only, use the following conversion formulas to find the bar or kPa rating:  $bar = psi \times 0.06895$ ;  $kPa = psi \times 6.89476$ .*

- **Determine if the caster wheels are pivoting freely.** If either caster is not pivoting freely, the unit will veer to the side.

**What if my Q6 Edge makes clicking noises?**

- **Determine if the click happens just one time after the joystick is pressed forward, backward, or side-to-side.** If so, the click is the sound of the brake releasing to allow the motors to turn.
- **Ensure the lugnuts on both drive wheels are tightened properly.**

**What if my Q6 Edge indicates a fault?**

- **Determine the error code.** Faults on the Q6 Edge with Q-Logic electronics are represented by error codes followed by text associated with that fault. Refer to the *Q-Logic Basic Operating Instructions*. Faults on the Q6 Edge with NE+ or NE electronics are represented by icons. Refer to the *NE+ or NE Basic Operating Instructions*.